


# Training Process

## Process Definition



	<b>TRAINING PROCESS DEFINITION</b>		<b>Document No</b>	<b>TIU.QM.PR.103E</b>
			<b>Validity Date</b>	12/03/2018
			<b>Revision No</b>	00
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### 1. SUMMERY

- 1.1. This document defines the Training process in details.
- 1.2. The relationship between this process and the other processes within the Tishk university University management system is illustrated in the process flow map included in the [Quality Manual Doc IU.QM].

### 2. REVISION AND APPROVAL

This procedure is prepared, reviewed and approved as follows.

Prepared by	Reviewed by	Approved by
Rasha Alkabbanie QMS Coordinator	Dr. Wasfi Kahwachi	Dr. Idris Hadi Salih President


#	Date of Issuance	Ver.	Validity	Description of Change	Prepared by	Reviewed by	Approved by
1	12/03/2018	0	3 years	Original Release	Rasha Alkabbanie QMS Coordinator	Dr. Wasfi Kahwachi	Dr. Idris Hadi Salih President

**Training Process at Tishk university University**

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### 3. OVERVIEW

- 3.1. Tishk university University employees are selected, trained and evaluated to ensure that those personnel performing work affecting output quality are competent on the basis of four primary criteria:

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- education
- training
- skills
- experience

3.2. Job requirements have been developed for each position in the University affecting quality and documented in an applicable **[Job Descriptions]**. These define the desired minimum requirements for each position, including the four criteria listed above.

3.3. **[Job Description]**s shall include applicable statutory or regulatory requirements for the position defined.

#### 4. CANDIDATE SCREENING

4.1. All Tishk university University personnel are hired on the basis of their ability to perform acceptable work. This is done by comparing the candidate's resume, experience, application, etc. against the job description requirements.

4.2. It is not mandatory that candidates meet all requirements, if the University can provide subsequent training or other actions to bring the candidate up to the requirements eventually.

#### 5. NEW HIRES

5.1. New employees for the Tishk university University undergo employee orientation, which includes ISO 9001 training, and training on the **Quality Policy**. Orientation training shall be completed within one month of the employee's start date.


5.2. The orientation of new Lecturers shall include:

- Tishk university University Policy and Staff Handbook Introduction
- Introduction about PIS System
- Introduction about Quality Assurance Procedure
- Introducing University's Webpage, Lecturer's Page, Lecturer's Profile and other Online Services
- Publication Requirements and Incentives

5.3. The orientation of new Research Assistants shall include:

- Exam Invigilation
- Communication skills with students
- Students Orientation Techniques
- Course Registration and add-drop courses Process

5.4. The orientation of new Head of Departments shall include:


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- Basic Department Management Qualifications (Curriculum Table, Weekly Schedule, Exam Schedules, Students Petitions, Staff Petitions, others)
- Minor Department Management Qualifications (Departmental Academic Calendar, Activities calendar, reporting Activities .....Others).

5.5. A record of the completion of the orientation shall be maintained in the employee's training file.

## 6. SUBSEQUENT TRAINING

- 6.1. Subsequent training, including on-the-job training ("OJT") is performed to ensure each employee is knowledgeable in their job function and their role within the University.
- 6.2. The **Employee Training Plan IU.HR.FR.022E** lists applicable task-specific requirements for all positions; for employees hired in these positions, the Director of Human Resources will update this plan as training is conducted for these tasks.
- 6.3. By the beginning of each academic year (generally in September), the Director of HR sets the "Training Plan" in consultation with the Director of Quality Assurance and the Coordinator of QMS. Generally the plan is set according to the results of quality evaluation measures (student's feedback about the courses, Staff Evaluations QMS Surveys, frequent complaint...) and also on the processes needs. The training should cover the shortage of skills and qualifications. After preparing the plan, it should be discussed in the University Council and approved by the university top management (the President).
- 6.4. All the employees should attend **at least** 1 training session per a year.
- 6.5. After approval, the Training Plan should be published on PIS System.
- 6.6. The implementation of the Training Plan should be detected using "**Training Tracking & Effectiveness Form IU.HR.FR.023E**", the form indicates the following information about each training:
  - Type of training
  - Duration of training
  - Date of completion
  - Location of training
  - The unit/institution the training organized by
  - Type of training completion evidence.
  - Training Effectiveness Measure
  - Training Effectiveness Results
- 6.7. Personnel undergoing third party training and receiving a certificate of training by the training provider may retain this certificate as a training record in lieu of an employee training record.

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- 6.8. If the training sessions are organized by the university, they should be evaluated Using ***“Training Evaluation Form IU.HR.FR.024E”***
- 6.9. All training records are to be maintained in the employee personal file. Copies may be given to the employee for their personal retention or posting in their work areas.
- 6.10. The Internal Auditing process (see ***[Internal Auditing Process]***) shall evaluate the effectiveness of training and its effects on product and service quality; in addition, the review of training effectiveness shall be a permanent feature of Management Review (see ***[Management Review Process]***). For evaluating the effectiveness of the training